

# Patient Rights and Responsibilities

## *Rights*

- ❖ Patients have the right to be treated with **dignity and respect**.
- ❖ Patients have the right to **fair treatment without discrimination** because of race, religion, gender, ethnicity, age, disability, sexual orientation, or source of payment.
- ❖ Patients have a right to **clear, understandable information** from staff and providers.
- ❖ Patients have a right to **confidentiality** regarding their treatment. Information about a patient's treatment can be released only with authorization by the patient or legal guardian, in emergencies, or if required by law.
- ❖ Patients have a right to clear explanations of any and all **limits of confidentiality**.
- ❖ Patients have a right to clear understanding of their **conditions and treatments**.
- ❖ Patients have a right to professionally **relevant information about their providers**, for example their Licensure, specialties, and years of practice.
- ❖ Patients have the right to know about their **treatment choices**, regardless of cost and whether or not those choices are covered by insurance.

## *Responsibilities*

- ❖ Patients have the responsibility to **treat staff and providers with dignity and respect**.
- ❖ Patients have the responsibility to **respect other patients** including their confidentiality and privacy.
- ❖ Patients have the responsibility to be **on time** for their appointments or to call as soon as possible if they need to cancel visits.
- ❖ Patients have the responsibility to **provide information that providers need** to give appropriate care.
- ❖ Patients have the responsibility to **share** in the formation of **their plan of care**.
- ❖ Patients have the responsibility to **follow their treatment plans** and to ask questions about their treatment plans if anything is unclear.
- ❖ Patients have the responsibility to **follow their medication plans** if medication is involved in treatment. **Patients must tell their providers about medication changes**, including over the counter medications and those from other providers.
- ❖ Patients have the responsibility to **pay all copays, deductibles, and self-payments** at the time of service.
- ❖ Patients have the responsibility for **all costs not covered by insurance**.
- ❖ Patients have the responsibility to **tell providers if they have any problem paying fees**.
- ❖ **Parents are responsible for their children at all times**.